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## **ACADEMIC YEAR 2017-2018**

**Office/Department:** Peer  
Student Assistant (PSA)  
Academic & Transfer Advising

**Job Title:** Peer Student  
Assistant (2 positions)

**Hours and Location:**  
Ideally M-F 9am-11:00am &  
1:00pm-5pm but flexible  
Framingham Advising

**Supervisor Contact:**  
Jen McAndrew  
Sr. Assoc. Director:  
508-270-4125

**Job Duties/Requirements:** Student should have a working experience in customer service, good communication skills, a familiarity with online systems and applications (BayNavigator /Blackboard / Student Email) Student employee should also be responsible and able to work in a professional work environment.

Student employee will serve as a customer service representative for the Advising Center on the Framingham campus. Responsibilities include greeting every student, answering phone and emails, logging students in for visits with advisors, filing and organizing documents, assisting students in filling out appropriate forms, and providing assistance with Bay Navigator. This includes adding/dropping courses, view course master, request transcripts, student account, view course schedule other online services not limited to password reset, student Gmail, and Blackboard.

### **Instructions:**

Contact the above mentioned supervisor if you are interested in this position.

### ***Please Note:***

***Student must qualify for Federal Work-Study in order to be officially hired. Please contact the Financial Aid office at 781-239-2600 or [finaid@massbay.edu](mailto:finaid@massbay.edu) to confirm your eligibility for Federal Work-Study.***

***Once you are hired you must meet with a financial aid staff member BEFORE you begin working. Students who begin working without having completed all required documents and/or meeting with a financial aid staff person WILL NOT BE PAID for those hours worked.***